

In the Specification:

Please replace the paragraph beginning on page 7, line 20 and extending to page 8, line 3 with the paragraph below:

FIG. 2 is a layout diagram of an exemplary SIP message 30 according to one embodiment of the invention. The SIP message 30 is preferably transmitted by the call center server 16 to the calling or called end-points as either a response or request SIP message. The SIP message 30 preferably includes a start line 32, one or more headers 34, and a SIP message body 36 generated by the call center SIP server 16. The SIP message 30 may optionally include a session description 98 38 originated by the calling end-point 10 if the SIP message is a request SIP message. The session description 98 38 preferably adheres to a session description protocol (SDP) set forth in Network Working Group Request for Comments 2327 entitled “SDP: Session Description Protocol,” April 1998, the content of which is incorporated herein by reference.